



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Re Application of David C. Curtis and Christopher Selwood

Serial No.: 09/748,837

Group Art Unit:

Filed: 12/27/00

Examiner:

For: **FULLY INTEGRATED SERVICE MANAGER WITH AUTOMATIC FLOW-THROUGH INTERCONNECTION**

**SUBMISSION OF CORRECTED APPLICATION PAPERS
UNDER 37 C.F.R. 1.84**

Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Enclosed are the following items for filing in the above-referenced U.S. Patent Application:

1. Substitute drawings (8 figures, 8 sheets) in compliance with 37 CFR 1.84.

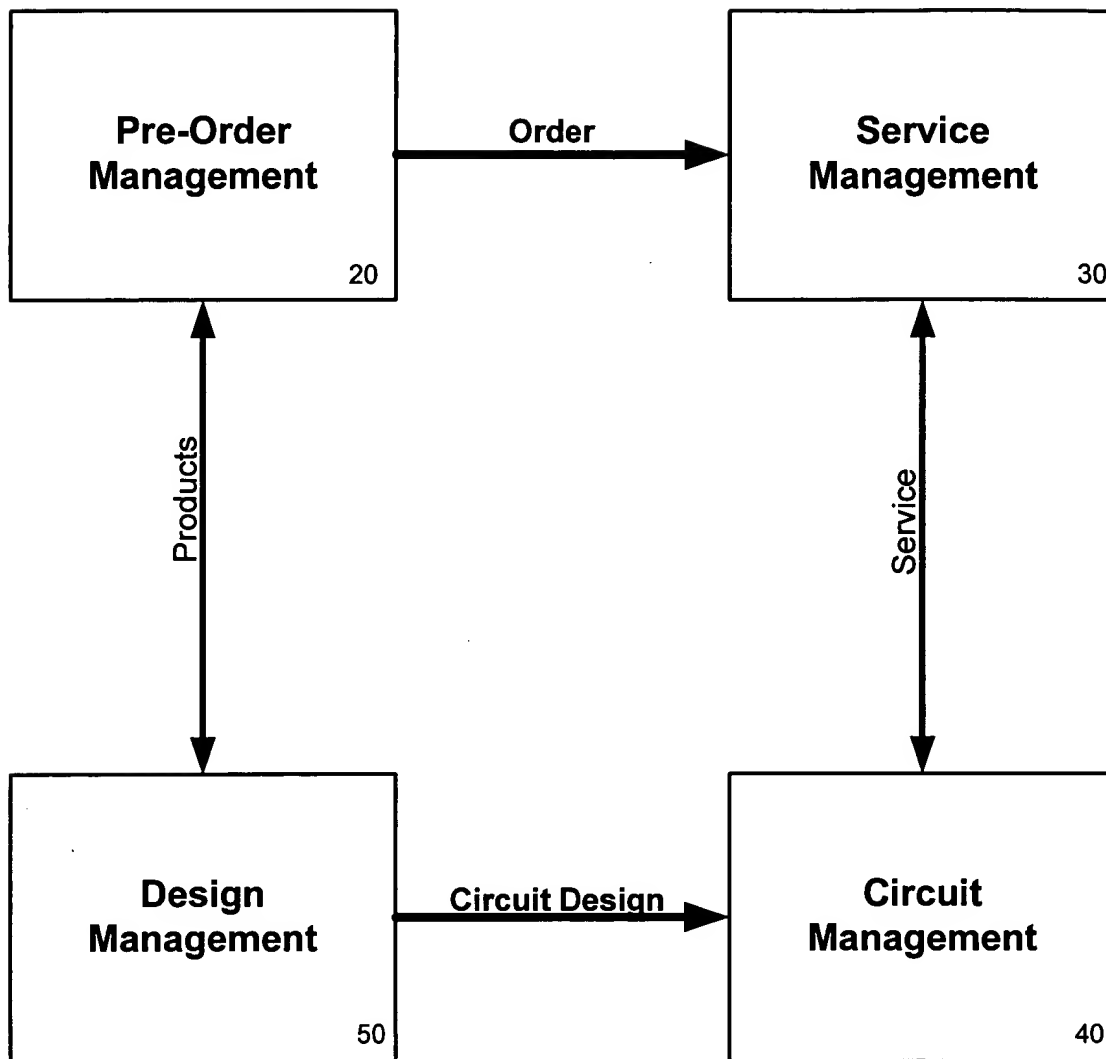
Having now complied with all of the requirements of 37 C.F.R. 1.53, applicant respectfully requests that this application be placed upon the files for examination.

Respectfully submitted,

Jon L. Roberts, Esq.
Registration No. 31,293
Roberts Abokhair & Mardula, LLC
11800 Sunrise Valley Drive, Suite 1000
Reston, VA 20191-5302
(703) 391-2900

June 21, 2001

Atty. Docket No. 2576-001



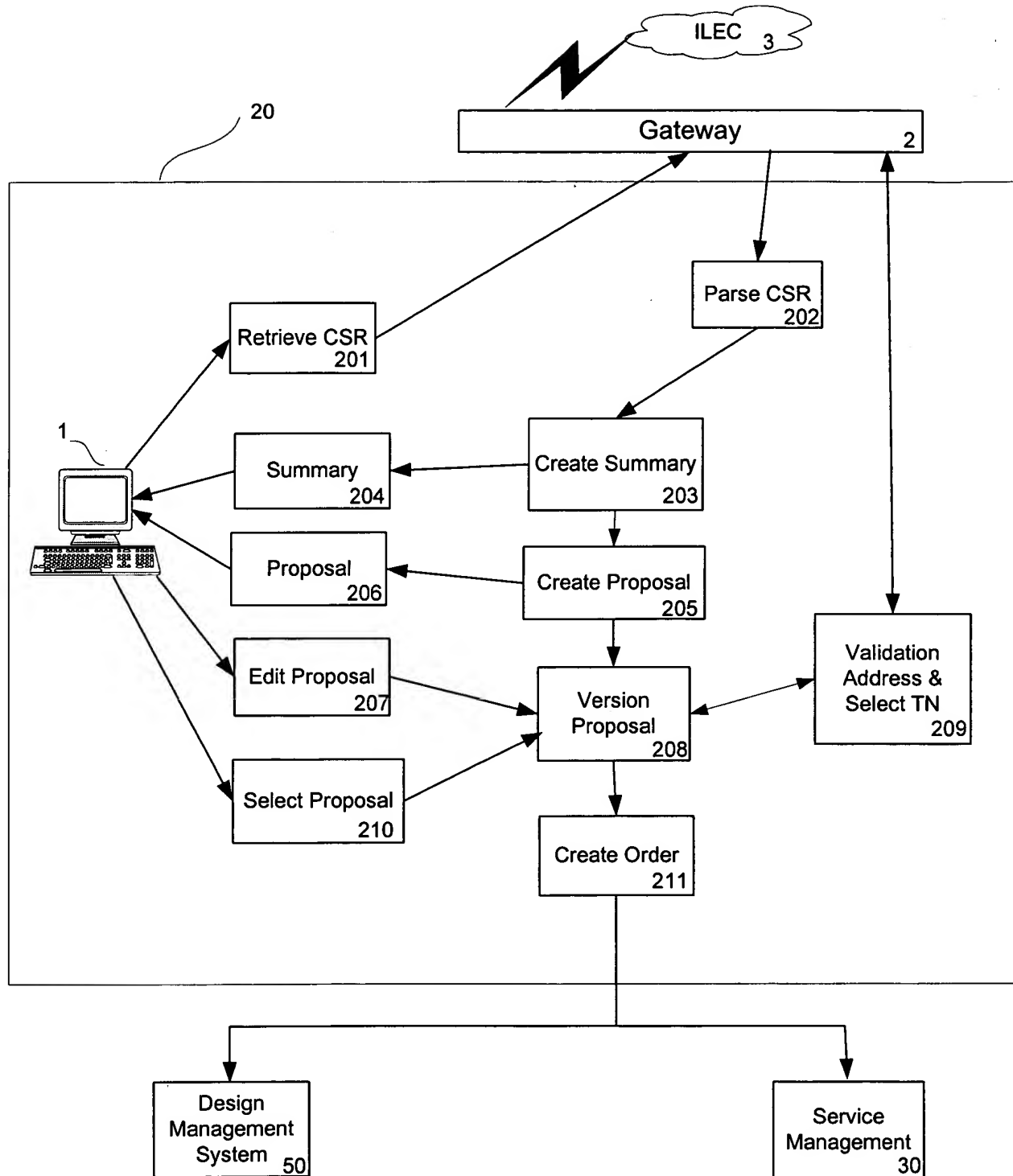


Figure 2 - Pre-Order Management System

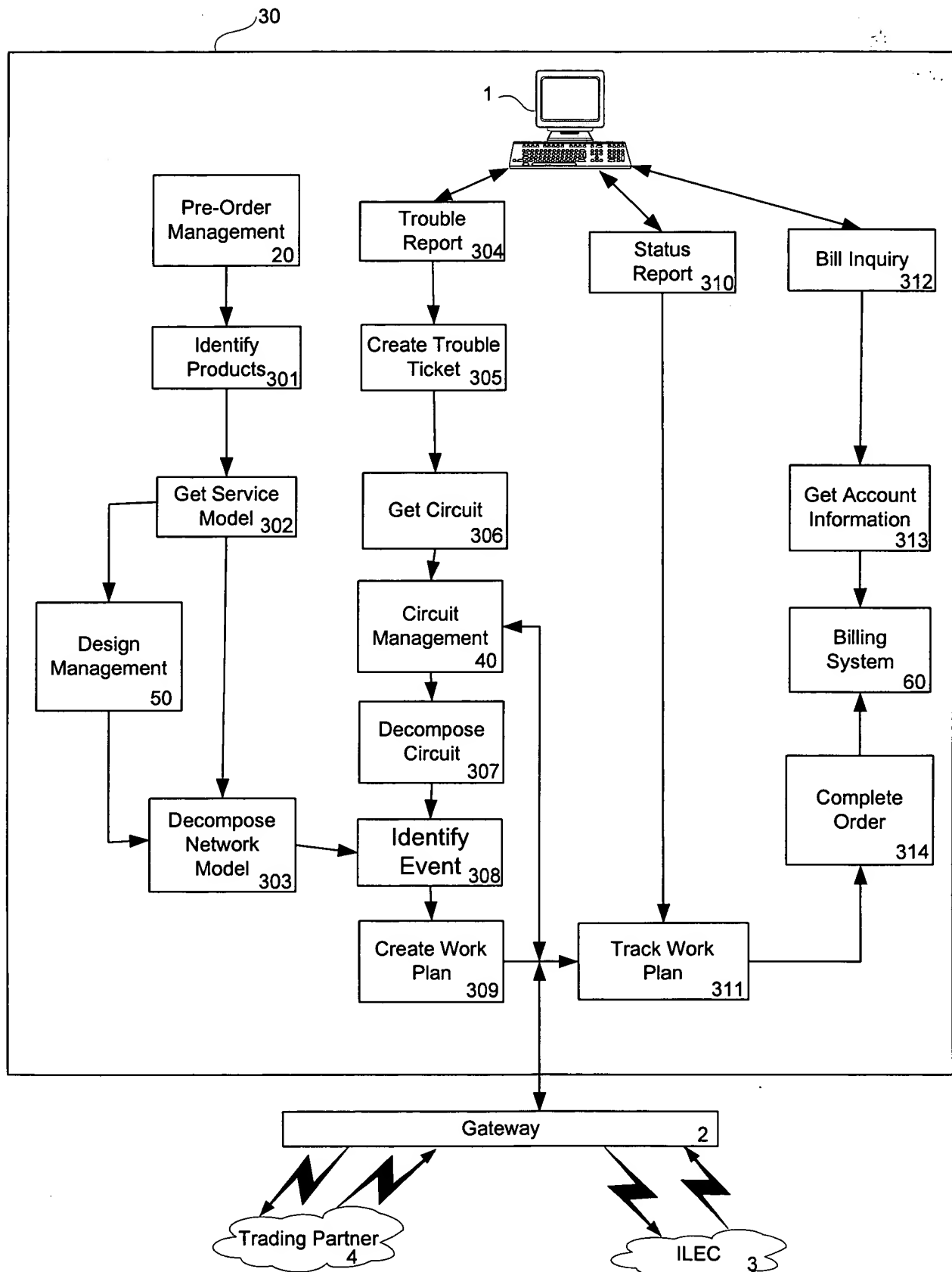


Figure 3 - Service Management System

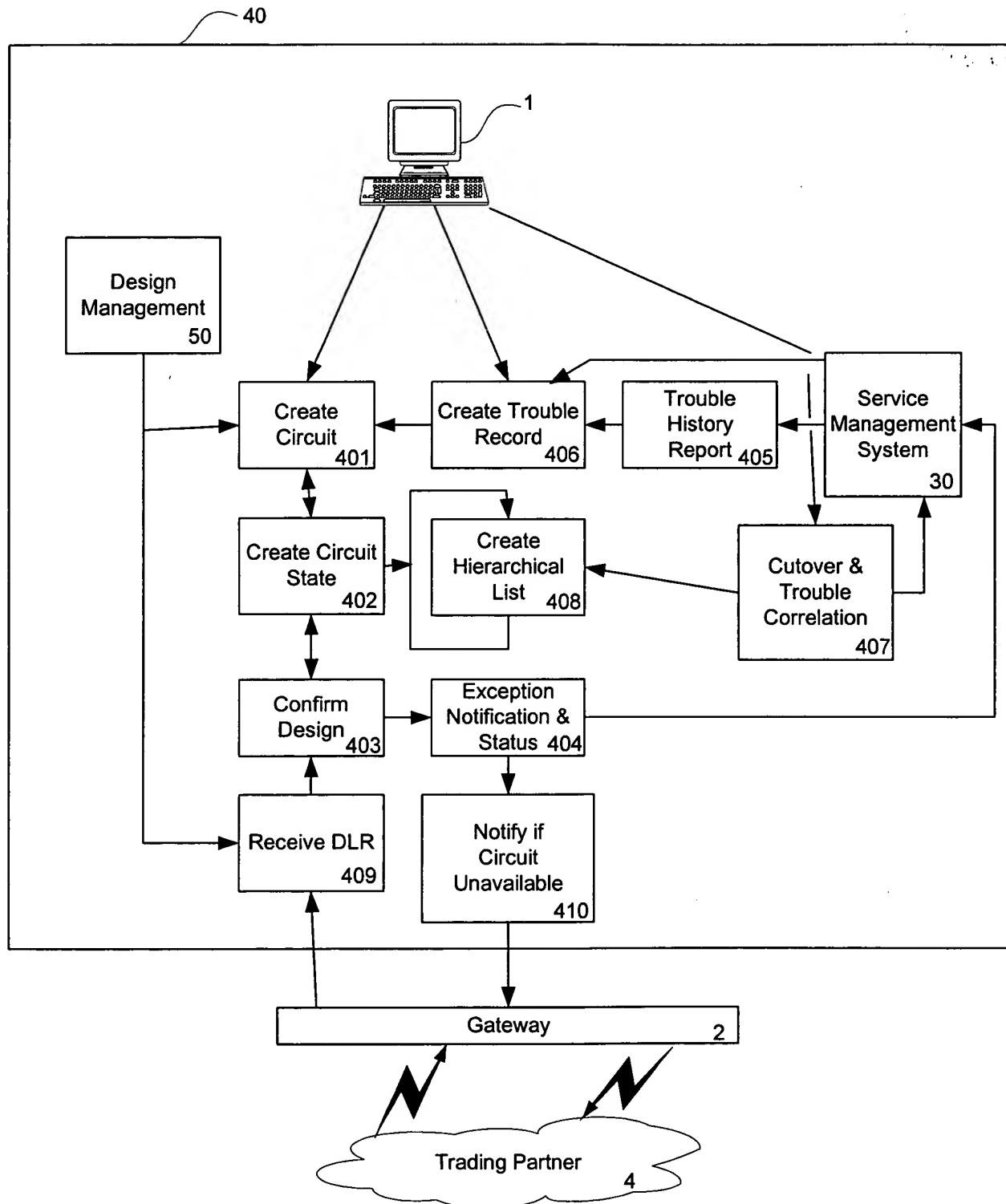


Figure 4 - Circuit Management System

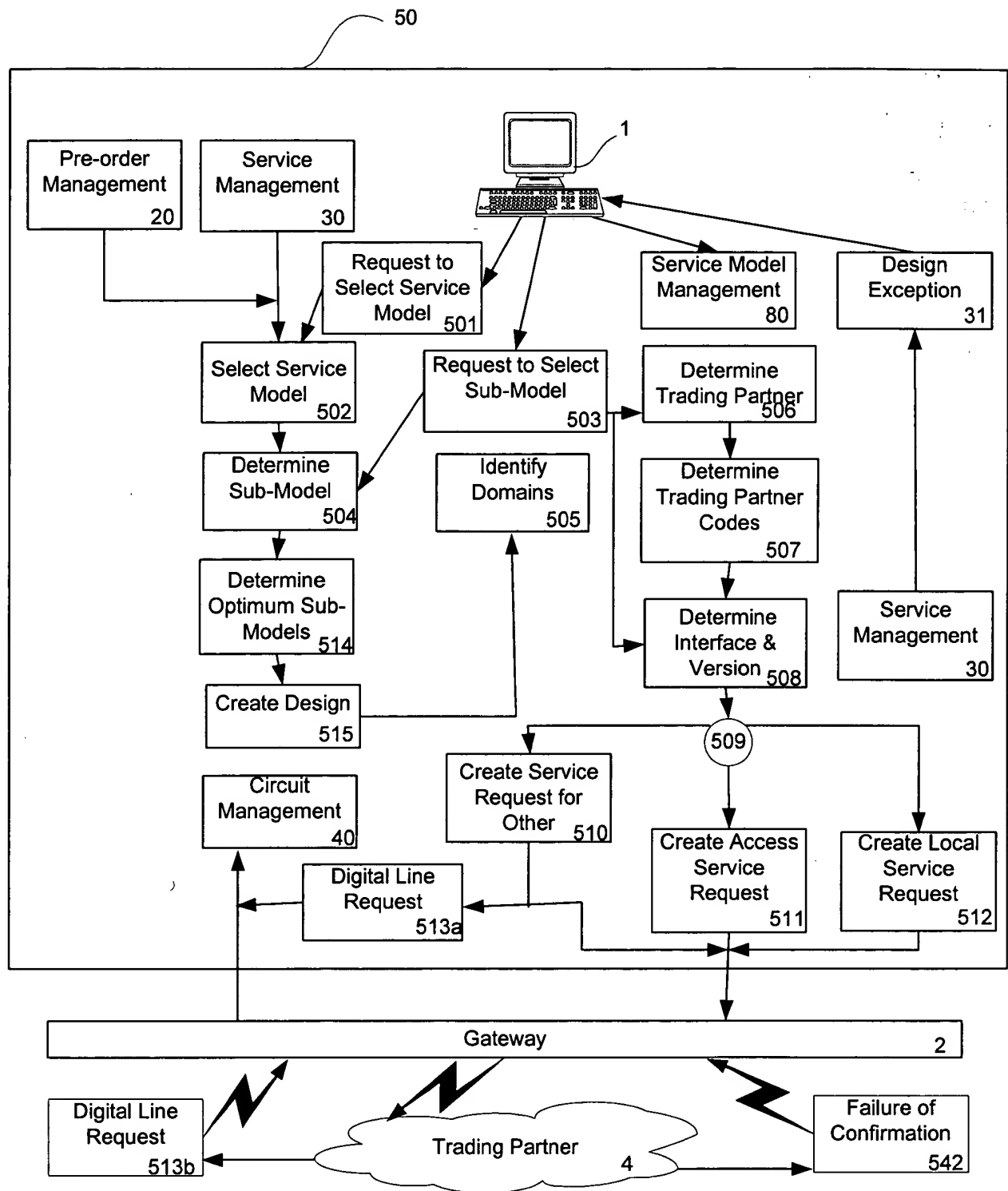


Figure 5 - Design Management System

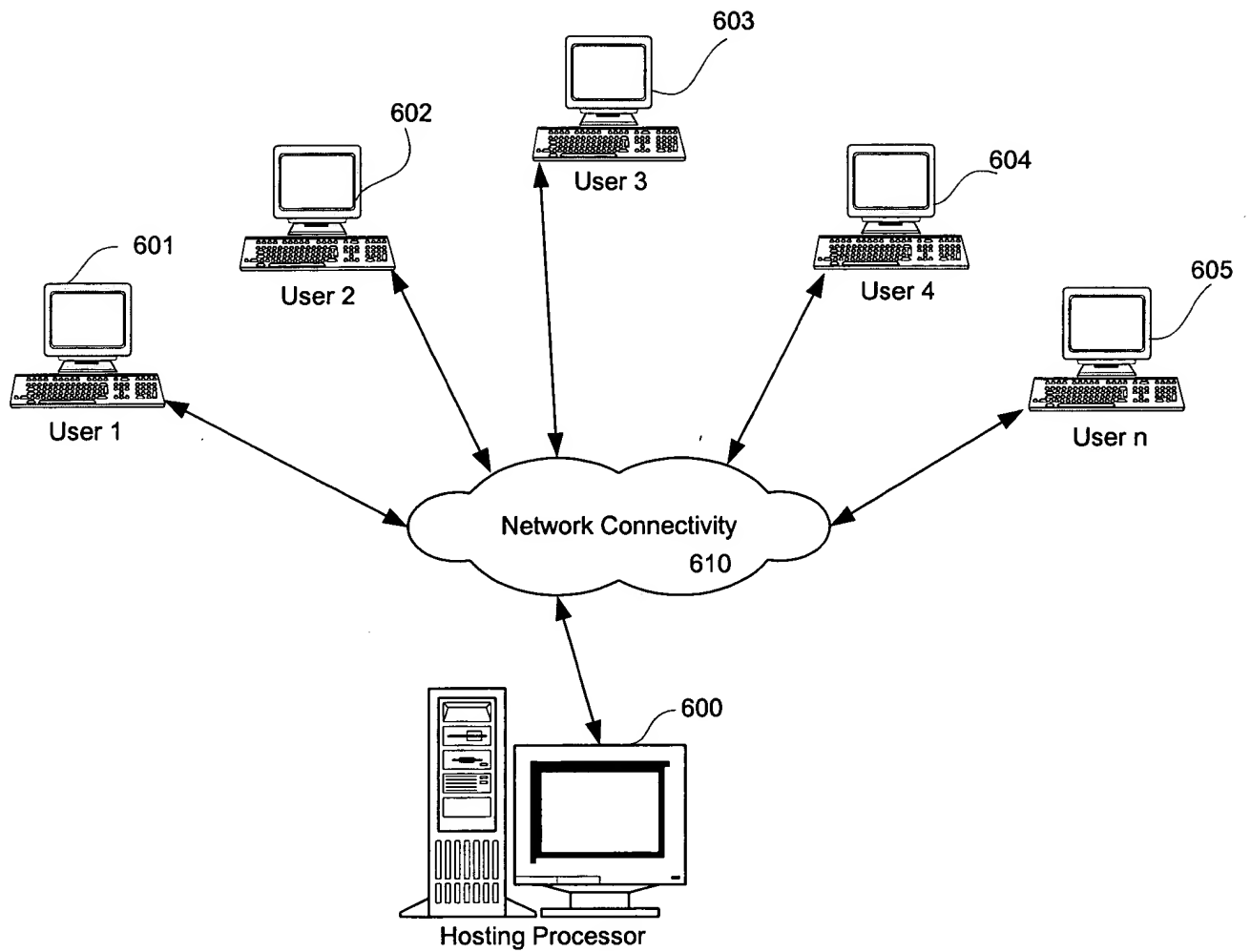


Figure 6 - Networked Service Manager

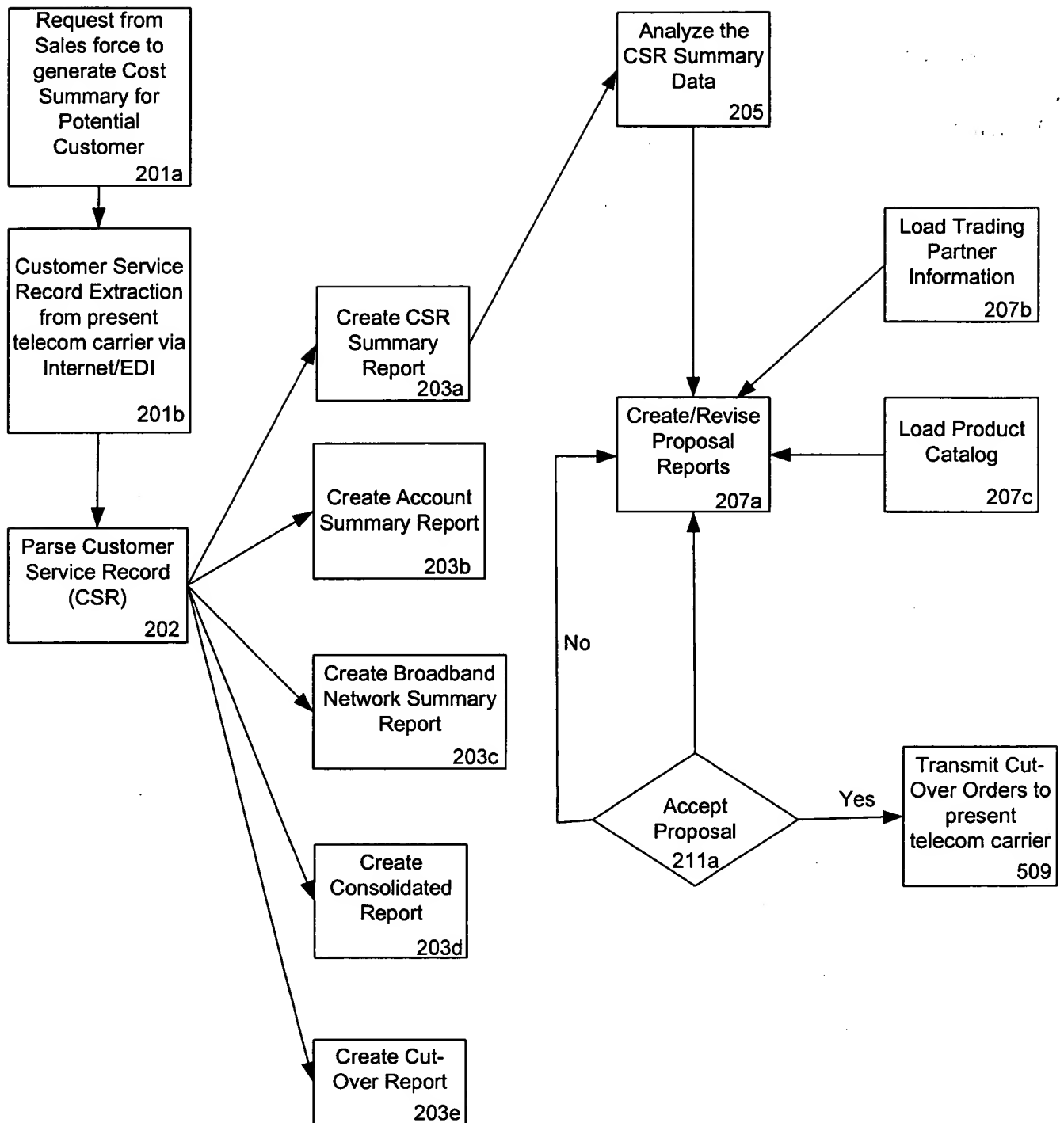


Figure 7 - Example Sales Proposal Cycle

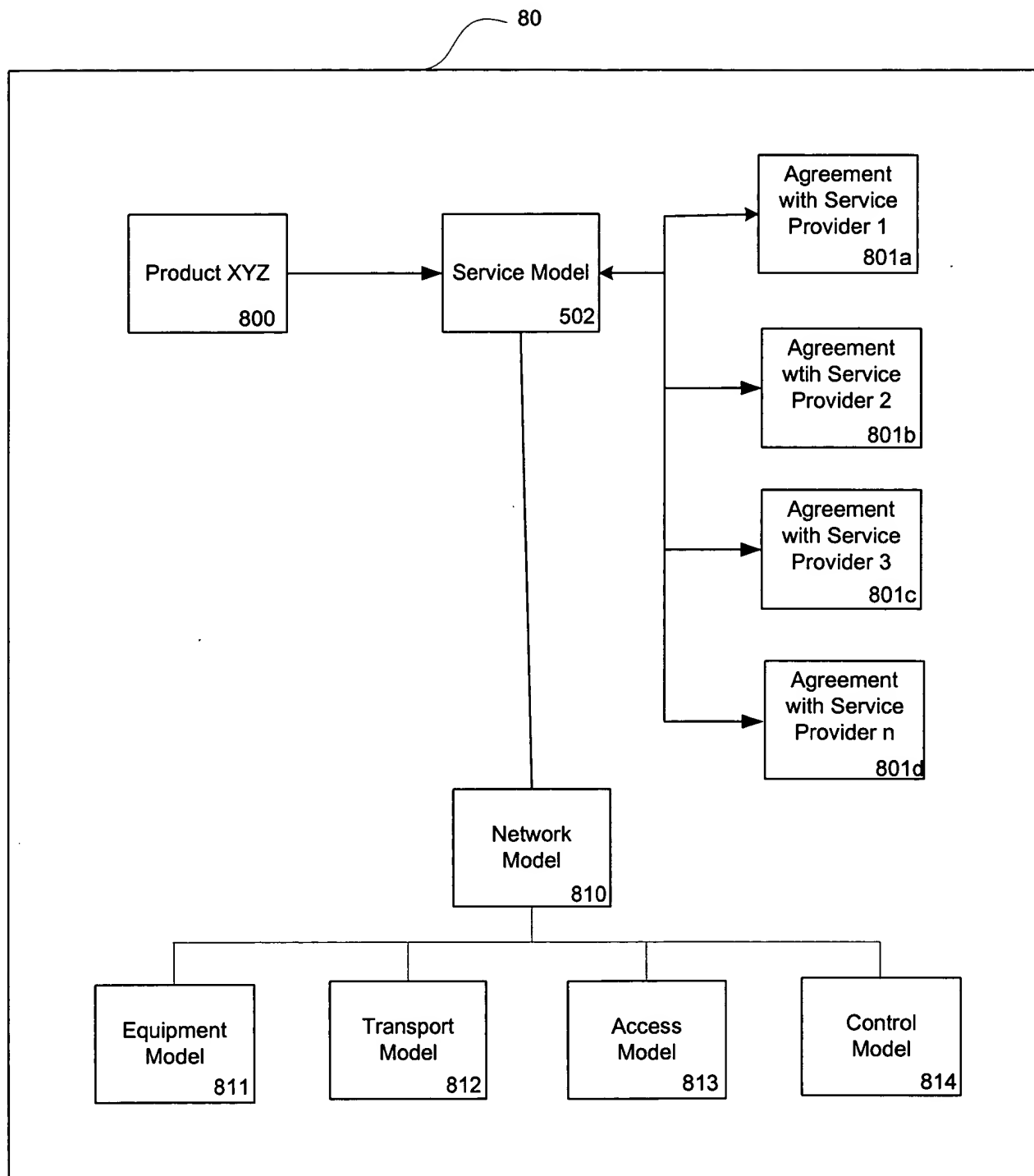


Figure 8 - Service Model Management System